



STATE OF WYOMING
DEPARTMENT OF WORKFORCE SERVICES

DIVISION OF VOCATIONAL REHABILITATION

Administrative Office

1100 Herschler Building, 1 East

Cheyenne, WY 82002

Phone & TDD (307) 777-7386 • Fax 1-866-777-5939



Director Kathy Emmons

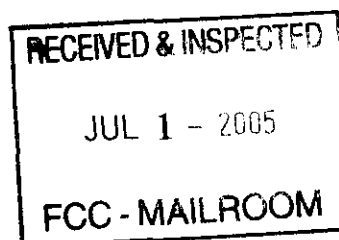
Governor Dave Freudenthal

CG Docket 03-123

DA 05-1681

June 30, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554



Reference: Annual Consumer Complaint Log Summary: June 2004 - May 2005

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2005.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS providers, Sprint, or Hamilton Relay or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

Sprint was Wyoming's TRS provider for June and July 2004. Hamilton Relay began providing TRS for the State of Wyoming on August 1, 2004. For the period of June 1, 2004, through May 31, 2005, the TRS providers processed fifty-five thousand, eight hundred eighty (55,880) outbound calls on behalf of Wyoming Relay. A total of thirteen (13) customer complaints were received, which is a rate of two one-hundredths of a percent (.02%). Of the thirteen complaints, six were filed with supervisors at one of the three Hamilton Relay centers; five were filed with Hamilton's Wyoming Relay Customer Service; and two were filed with the State's contract administrator.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of a couple of equal access complaints in which the carrier involved is still working to become a carrier through relay. None of the thirteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Carrier of Choice not available

Cell phone problem

Problem accessing relay through 711

Database not set-up, instructions not followed, or information incorrect

VCO procedures not followed

Does not like recording procedures for retrieving messages

Difficulty in retrieving voice mail

Scam call through relay

Too many Communication Assistant (CA) typing errors

Complaint resolution included:

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

Entered and/or updated database

CA monitored and coached

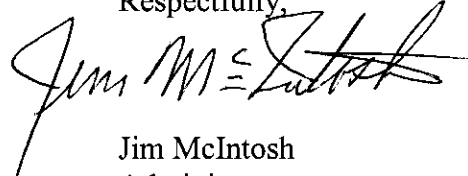
Technical problem with recording equipment fixed

Worked with cell provider to resolve technical problem

In the Miscellaneous Complaints category, you will find a complaint that we believe to be associated with fraudulent activity over Internet Relay. It is not clear if the calls that generated this complaint came through the relay centers that process Wyoming relay calls. However, the State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

A handwritten signature in black ink, appearing to read "Jim McIntosh", written over a horizontal line.

Jim McIntosh
Administrator

LPC/vh

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 2 pages (original and 4 copies)
Electronic disk copy

cc: Dana Jackson

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

June 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in June 2004.		

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Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

July 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in July 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

August 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7390	8/3/04	#31 Technical Complaint Carrier of Choice	The customer wanted to make a long distance call through the relay, but she was told that her long distance carrier was not available. The customer is confused because she has been using Union Telephone for years.	8/3/04	Customer Service explained that Wyoming Relay is now being provided by a different company and Union Telephone has chosen not to be a carrier through the relay. Customer Service explained that when Union becomes a carrier, the relay will be able to profile her telephone number so she will always have Union Telephone as her long distance carrier. The technical department has been working with Union Telephone to resolve this issue. As of June 2005, Union Telephone is not a participating carrier through relay.
7397	8/11/04	#38 Miscellaneous Complaint External Complaint	The customer was trying to dial a number in Pennsylvania with her cell phone. She kept getting a recording saying the number was disconnected.	8/11/04	Customer Service dialed the telephone number in question. The call went through both from the Customer Service line and through the relay. Customer Service suggested the customer contact her cell phone company to see if there was a network problem. The customer understood.
7409	8/24/04	#33 Technical Complaint 711 Problems	The customer stated she has been having problems accessing 711. When she dials 711, it rings once and then stops. No one is on the line. The customer would also like to have two Customer Profiles sent to her in the mail.	8/25/04	Customer Service asked the customer to try 711 again and if the call does not go through to call customer service back. If she continues to have problems the relay will contact her local telephone company to find out what could be wrong. Customer Service gave the customer relay's 800 number to use in case she is still unable to place her call using 711. The customer was satisfied. Customer Service mailed the profiles to the customer on 8/25/04.
7495	8/28/04	#02 Service Complaint Didn't follow Database Inst.	The customer was upset because the profile they set up for Qwest had not been implemented yet.	8/30/04	The CA took the information from the customer and apologized for the inconvenience. The customer understood. Customer Service researched the customer's profile and determined that the profile had not been entered into the system. Customer Service, on 8/30/04, informed the customer that the profile was implemented.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

September 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7603	9/2/04	#11 Service Complaint VCO Procedures Not Followed	The customer was upset because the CA was typing a recording to him and he had to type "VCO PLS" several times before VCO was finally connected. This was the only way for the customer to get the CA's attention. The customer dislikes the recording procedure as it takes too much time to record the message and type it back to the customer later.	9/2/04	The Lead CA apologized to the customer. The customer stated that the relay needs to change the recording policy and make it possible for the relay to identify what type of equipment a person is using. The Lead CA explained the CA's are required to type the recordings verbatim, unless otherwise instructed by the caller. The customer stated that the relay needed to change this policy. The Lead CA informed the customer that his concern would be given to the Customer Service Manager. The customer was satisfied.
7609	9/15/04	#00 Service Complaint CA Accuracy/ Spelling	The customer was unhappy because the CA was making many typing errors and a call that should have been a 15 minute call took 30 minutes because the caller had to ask the voice person to repeat what was said as he did not understand it, due to the CA's poor typing.	9/17/04	Customer Service apologized to the customer for the trouble they had with the CA and thanked the customer for writing in to the relay. Customer Service informed the caller that the relay's goal is to provide excellent service and to try to meet the needs of all of our customers. Customer Service informed the customer that the CA would be monitored on her typing speed and accuracy. The CA was monitored for her typing accuracy. The CA's last typing test indicated a score of 78 WPM with 97% accuracy.
7671	9/30/04	#00 Service Complaint CA Accuracy/ Spelling	The customer was upset with the CA because there were too many typing errors. Words were running together so that the customer could not read what was being typed across the TTY screen.	9/30/04	The Supervisor informed the customer that the record feature was not working properly and the CA was unable to rewind while trying to retrieve her messages. Each time the recording was stopped, it went back to the beginning. The Supervisor retyped his messages for him and stated that the CA would be monitored closely for typing accuracy. The customer was satisfied. The CA's last typing test indicated a score of 65 WPM with 98% accuracy. The technical problem was corrected.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

October 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in October 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

November 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7946	11/6/04	#33 Technical Complaint 711 Problem	The customer was trying to program her Verizon cell phone to call 711. When she dials 711 she connects to the Colorado Relay. The customer stated that before the relay changed providers, she connected to Wyoming Relay when dialing 711.	12/28/04	The supervisor advised the customer the information would be passed on to the Technical Department and that Customer Service would contact her with a resolution. The Technical Department was contacted on 11/19/04 and again on 12/10/2004 when it was discovered that the issue involved Verizon. Customer Service attempted to reach the customer on 12/12/04 and was able to contact her on 12/23/04 to obtain contact information for Verizon and the customer's cell phone number. On 12/28/04 the Technical Department informed Customer Service that Verizon was filing a trouble ticket and the issue should be resolved within the next couple of days. The caller is now connecting to Wyoming Relay when dialing 711.
8096	11/18/04	#23 Service Complaint Miscellaneous	The customer was very upset as he stated that he never filled out a profile and that everything was wrong when he went to check his voice mail. The customer stated that he would like the automatic VCO removed from his profile and he would complete a new one later.	11/19/04	The supervisor documented the requested changes to the customer's profile, but advised the customer to allow 72 hours for the update. Customer was very upset and hung up. Customer Service updated the profile in the system on 11/19/04 and informed the customer of the update. The customer was satisfied.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

December 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in Dec. 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

January 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in Jan. 2005.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

February 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8550	2/26/05	#03 Service Complaint Didn't follow customers instructions	The customer stated that during his phone call there was a beep and the CA typed GA. The CA stated the phone did not ring, but went directly to the customer's answering machine. This is not how the customer wants his profile set up. The customer wants the CA to follow his instructions. He has not given permission to have his profile changed. The customer also wanted the Relay Manager notified of this situation. The customer stated this was the second time his profile has been changed without his permission. The customer stated that if this does not stop he will file a complaint with the Wyoming Board.	2/28/05	The Assistant Operations Manager apologized for the problems and stated she would have Customer Service check on this issue and call him with an update. The Assistant Operations Manager stated that she would inform the Relay Manager of this issue. The customer understood. The Relay Manager e-mailed the customer on 2/28/05 at 8:21 AM to apologize for the inconvenience and to request a CA number so the CA could be counseled. The customer was informed that his profile has not been changed since his original request. There has been no further contact from the customer with regards to this issue.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

March 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8773	3/29/05	#31 Technical Complaint Carrier of Choice	The customer stated that she always uses WTS as her long distance carrier and now CAs are asking her which carrier she would like to use.	4/05/05	The Supervisor stated that WTS is not a participating carrier through relay. Customer Service is trying to locate a number for WTS as the customer left no contact information for additional follow up. Left a message for customer on 4/5/05 asking for a call back to get additional info that could be found on their phone bill. As of 5/31/05 there has been no call back from the customer.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

April 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in April 2005.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

May 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9127	5/09/05	#36 Miscellaneous Complaint Fraudulent/ Harassment Call	The customer stated that once a week his/her office receives a scam call from Nigeria. She/he would like these calls to stop coming through the relay.	5/9/05	The Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the court. The customer understood.
9122	5/18/05	#00 Service Complaint CA Accuracy/ Spelling	The customer stated that she had some problems with a CA on a call and that there were several typing errors on the call.	5/18/05	The Relay Manager contacted the customer through e-mail and shared some of the things the relay does to improve typing skills. CAs are encouraged to practice typing before each shift and are monitored on a regular basis. The customer did not have the CA number for this call.

Wyoming Relay
June 2004 – May 2005
Total Complaints by Category

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT
SERVICE COMPLAINTS														
#00 CA Accuracy/Spelling	0	0	0	2	0	0	0	0	0	0	0	1	3	43%
#01 CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02 Didn't Follow Database Inst.	0	0	1	0	0	0	0	0	0	0	0	0	1	14.3%
#03 Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	1	0	0	0	1	14.3%
#04 Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05 CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	1	0	0	0	0	0	0	0	0	1	14.3%
#12 Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Miscellaneous Service Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	14.3%
TOTAL	0	0	1	3	0	1	0	0	1	0	0	1	7	100%
TECHNICAL COMPLAINTS														
#24 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Carrier of Choice	0	0	1	0	0	0	0	0	0	1	0	0	2	50%
#32 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 711 Problems	0	0	1	0	0	1	0	0	0	0	0	0	2	50%
#34 Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	2	0	0	1	0	0	0	1	0	0	4	100%
MISC COMPLAINTS														
#35 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	1	1	50%
#37 No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 External Complaints	0	0	1	0	0	0	0	0	0	0	0	0	1	50%
#39 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	1	0	0	0	0	0	0	0	0	1	2	100%
TOTAL CONTACT	0	0	4	3	0	2	0	0	1	1	0	2	13	

DOCKET NO. 03-123

Attachment A

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